Problem Resolution Report

NORTHROP GRUMMAN

NG/CoSD-056
Minimum Acceptable Service Levels

August 27, 2010

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology, Inc. ("Northrop Grumman" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

The Minimum Acceptable Service Levels (MASLs) agreed to in the Agreement are in need of refinement and updating.

Resolution:

1. Section 8.3.5 of the Statement of Work (Schedule 4.3) is changed, by modifying MASL #'s 1,2,29,41,42,43,44,45,46,47,48,49,50,51,52,53,54,55,57,58 and 59 and adding MASL #'s 77,78,79,80,81,82,83, and 85. as shown on Attachment A to this PRR-056.

2. Section 2.7 of Schedule 16.8 – Fee Reductions is modified by the addition of the text shown on Attachment 2, including the tables shown on Attachment B-1, to this PRR-065

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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: Bruce Petrozza

Name: Bruce Petrozza

Title: Manager

JM Hudson

NORTHROP GRUMMAN INFORMATION TECHNOLOGY, INC.

By: [signature]

Name: STEPHEN L. CHRISTIANSON

Title: Director of Contracts, CSI

Problem Resolution Report

NORTHROP GRUMMAN

NG/CoSD-056
Minimum Acceptable Service Levels

Date: 9/28/2010 **Date:** 28 SEPT 2010

Attachment A - to PRR 056 Minimum Acceptable Service Level Update

8.3.5.1. Call Waiting

Identification Number	1.0 and 2.0
Name	Call Waiting
Definition	Length of time for caller to reach a live human voice.
Applicability	All Incoming Calls
Hours of Availability	24x7x365
Measurement Period	Monthly
Algorithm	(Sum(total calls answered within 90 seconds by an analyst) / Sum (agent calls)) x 100 (Sum(total calls answered within 180 seconds by an analyst) / Sum (agent calls)) x 100
Base Measures	Includes: Calls answered by Help Desk analysts Excludes: VRU calls - Status/Break-Fix message VRU calls - Automation (e.g. password reset) Voice mails
Performance Requirement	90% within 90 seconds 99% within 180 seconds Additional considerations: If MASL 2 is equal to or greater than 96% and MASL 4 is equal to or less than 3%, MASL 2 will have 'passed'. If MASL 2 is equal to or greater than 96% and MASL 4 is greater than 3%, MASL 2 will have 'failed'.
Data Creation	Measured as the amount of time the phone rings plus the amount of time spent waiting in the queue before an analyst picks up the call. Excludes calls that are satisfied by the IVR system, calls abandoned, and voice mail.

8.3.5.21. Output Delivery

Identification Number	29.0
Name	Output Delivery
Definition	Timeliness for delivering centrally printed reports and microfiche to specifically defined End-User locations. Clarification: This metric is for Production Reports. Daily means 7 days a Week.
Applicability	All output
Hours of Availability	24x7x365
Measurement Period	Monthly
Algorithm	Number of Output Deliveries Completed Within the timeframe of the Output

	Delivery Schedule defined in Schedule 4.3 / Total Number of Output Deliveries Scheduled Excluded: Scheduled deliveries for which there is no output to deliver.
Base Measures	Report delivery time,.
Performance Requirement	98% adherence to the Output Delivery Schedule as defined in Schedule 4.3 (reproduced below)
Data Creation	A combination of tracking normal delivery activity and missed delivery via calls to the Help Desk. The agent creates a Problem tracking system record on missed delivery activity.

8.3.5.33. Break-Fix (Priority 1)

Identification Number	41.0, 42.0 and 43.0
Name	Break-Fix (Priority 1) – Multiple User Break-Fix
Definition	Time to restore service from time of Break-Fix incident report
Applicability	Break-Fix incident affecting Life/Safety/Health Applications and all related hardware and network equipment.
Hours of Availability	24x7x365
Measurement Period	Monthly
Algorithm	(Σ total P1 events for Month) * .91) = D1 (Σ total P1 events for Month) * .96) = D2 ((Σ total P1 events for Month) * .04 = D3
Base Measures	Ticket Duration: Help Desk Receipt through Workflow Completion
Performance Requirement	If D1 incidents are resolved <= 4 hours , then 41.0 is a pass; otherwise, a fail. If D2 incidents are resolved <= 8 hours , then 42.0 is a pass; otherwise, a fail. If average restoration time for D3 incidents with the longest restore time is <= 16 hours , then 43.0 is a pass; otherwise a fail. Contractor will immediately respond on-site to the offices of the Board of Supervisors. Site visits will be coordinated via the County Technology Office representative.
Data Creation	Help Desk Technical Support Analyst (TSA) enters Ticket; Workflow updates, and resolves a Problem Ticket in Help Desk's Problem tracking system.

8.3.5.34. Break-Fix (Priority 2)

Identification Number	44.0, 45.0 and 46.0
Name	Break-Fix (Priority 2) – Multiple User Break-Fix
Definition	Time to restore service from time of Break-Fix report

Applicability	Break-Fix affecting Mission Critical Applications and all related hardware and network equipment.
Hours of Availability	24x7x365
Measurement Period	Monthly
Algorithm	(Σ total P2 events for Month) * .91) = D1 (Σ total P2 events for Month) * .96) = D2 (Σ total P2 events for Month) * .04 = D3
Base Measures	Ticket Duration: Help Desk Receipt through Workflow Completion
Performance Requirement	If D1 incidents are resolved <= 6 hours then 44.0 is a pass; otherwise, a fail. If D2 incidents are resolved <= 10 hours then 45.0 is a pass; otherwise, a fail. If average response time for D3 incidents with the longest restore time is <= 20 hours then 46.0 is a pass; otherwise a fail. Contractor will immediately respond on-site to the offices of the Board of Supervisors. Site visits will be coordinated via the CTO representative.
Data Creation	Help Desk Technical Support Analyst (TSA) enters Ticket; Workflow updates, and Resolves a Problem Ticket in Help Desk's Problem tracking system.

8.3.5.35. Break-Fix (Priority 3)

Identification Number	47.0, 48.0 and 49.0
Name	Break-Fix (Priority 3) – Single User Break-Fix
Definition	Time to restore service from time of Break-Fix report
Applicability	Break-Fix affecting Priority 1 or 2 Applications and all related hardware and network equipment for a single user. VIP TREATMENT Whenever a VIP Ticket is received, the Help Desk will page-out the business unit service delivery manager, workflow and will notify the technicians of the Ticket. Outside of the normal business hours (M-F 6am-6pm) on-call technicians will be notified of VIP Tickets.
Hours of Availability	24x7x365
Measurement Period	Monthly
Algorithm	(Σ total P3 events for Month) * .92) = D1 (Σ total P3 events for Month) * .96) = D2 (Σ total P3 events for Month) * .04 =
Base Measures	Ticket Duration: Help Desk Receipt through Workflow Completion
Performance Requirement	If D1 incidents are resolved <= 8 hours then 47.0 is a pass; otherwise, a fail. If D2 incidents are resolved <= 12 hours then 48.0 is a pass; otherwise, a fail. If average response time for D3 incidents with the longest restore time is <= 24 hours then 49.0 is a pass; otherwise a fail. Contractor will immediately respond on-site to the offices of the Board of Supervisors. Site visits will be coordinated via the CTO representative.

Data Creation	Help Desk Technical Support Analyst (TSA) enters Ticket; Workflow updates, and Resolves a Problem Ticket in Help Desk's Problem tracking system.

8.3.5.36. Break-Fix (Priority 4)

Identification Number	50.0, 51.0 and 52.0
Name	Break-Fix (Priority 4) – Multiple User Break-Fix
Definition	Time to restore Service from time of Break-Fix report
Applicability	Break-Fix affecting Business Function Applications and all related hardware and network equipment. VIP TREATMENT Whenever a VIP Ticket is received, the Help Desk pages-out the business unit service delivery manager, workflow will notify the technicians of the Ticket. Outside of the normal business hours (M-F 6am-6pm) on-call technicians will be notified of VIP Tickets.
Hours of Availability	6 a.m. to 6 p.m. Monday – Friday, excluding the County's holidays [Note: The Telecom Break-Fix measures will work to a 8am to 5pm Service Window]
Measurement Period	Monthly
Algorithm	(Σ total P4 events for Month) * .92) = D1 ((Σ total P4 events for Month) * .96) = D2 (Σ total P4 events for Month) * .04 = D3
Base Measures	Ticket Duration: Help Desk Receipt through Workflow Completion
Performance Requirement	If D1 incidents are resolved <= 10 hours then 50.0 is a pass; otherwise, a fail. If D2 incidents are resolved <= 16 hours then 51.0 is a pass; otherwise, a fail. If average response time for D3 incidents with the longest restore time is <= 32 hours then 52.0 is a pass; otherwise a fail. Contractor will immediately respond on-site to the offices of the Board of Supervisors. Site visits will be coordinated via the CTO representative.
Data Creation	Help Desk Technical Support Analyst (TSA) enters Ticket; Workflow updates, and Resolves a Problem Ticket in Help Desk's Problem tracking system.

8.3.5.37. Break-Fix (Priority 5)

Identification Number	53.0, 54.0 and 55.0
Name	Break-Fix (Priority 5) – Single User Break-Fix
Definition	Time to restore service from time of Break-Fix report

Applicability	Break-Fix affecting Business Function Applications and all related hardware and network equipment for a single user. VIP TREATMENT Whenever a VIP Ticket is received, Help Desk will page-out the business unit service delivery manager, workflow will notify the technicians of the Ticket. Outside of the normal business hours (M-F 6am-6pm) on-call technicians will be notified of VIP Tickets.
Hours of Availability	6 a.m. to 6 p.m. Monday – Friday, excluding the County's holidays [Note: The Telecom Break-Fix measures will work to a 8am to 5pm Service Window]
Measurement Period	Monthly
Algorithm	(Σ total P5 events for Month) * .92) = D1 (Σ total P5 events for Month) * .96) = D2 (Σ total P5 events for Month) * .04 = D3 If D1 incidents are resolved <= T1, then 53.0 is a pass; otherwise, a fail. If D2 incidents are resolved <= T2, then 54.0 is a pass; otherwise, a fail. If average response time for D3 incidents with the longest resolve time is <= T3, then 55.0 is a pass; otherwise a fail.
Base Measures	Ticket Duration: Help Desk Receipt through Workflow Completion
Performance Requirement	If D1 incidents are resolved <= 12 hours then 53.0 is a pass; otherwise, a fail. If D2 incidents are resolved <= 24 hours then 54.0 is a pass; otherwise, a fail. If average response time for D3 incidents with the longest restore time is <= 48 hours then 55.0 is a pass; otherwise a fail. Contractor will immediately respond on-site to the offices of the Board of Supervisors. Site visits will be coordinated via the CTO representative.
Data Creation	Help Desk Technical Support Analyst (TSA) enters Ticket; Workflow updates, and Resolves a Problem Ticket in Help Desk's Problem tracking system.

8.3.5.39. Creation of User Ids and Access Profiles

Identification Number	57.0, 58.0 and 59.0
Name	Creation of User Ids and Access Profiles
Definition	Time elapsed to fulfill administration services requests if a request requires multiple Tickets (children) these still count as one ID request and the elapsed time is that for all child Tickets to be completed.
Applicability	All requests
Hours of Availability	6a.m. – 6 p.m. Monday-Friday
Measurement Period	Monthly
Algorithm	Note: User-ID/Access requests = UID/A (#UID/A requests-#UID/A requests completed on-time) *100 #UID/A requests)

Base Measures	Ticket Duration: Day of Help Desk Receipt through Day of Workflow Completion
Performance Requirement	90% within 2 days 98% within 5 days 100% average time not to exceed 3 days "Day" is defined as a 24-hour period. Example: If a request is received at 4:30 pm on Friday and completed at 3:15 pm the following Monday, that request will be completed within 1 day. If the same request was completed 5:30 pm the following Monday that request would be completed in 2 days. The start clock is triggered by ticket initiation.
Data Creation	The Helpdesk opening a Ticket and the GMC analyst closing the Ticket to indicate completion of the work creates metrics data. Notes: (a) For User IDs and Access Profiles requested to be created as part of a Project or Applications Work request, an NG team member will contact the requestor to negotiate completion schedules in support of the delivery date of the project or work request. (b) For creation requests for User IDs and Access Profiles received from the same County department on the same day, in excess of ten (10) or more, an NG team member will contact the requestor to negotiate a delivery date for some or all of the User IDs or Access Profiles requested submitted that day.

8.3.5.47. System Availability

Identification Number	77.0
Name	System Availability
Definition	Percentage of time that key voice, data systems, server, WAN and LAN switches are operational and available, excluding planned County-approved outages, power outages and device failover where no service interruption occurred. The Voice System, Data Network system, and LAN Availability will be measured on a per device basis. Each Type 1, 2, and 3 Site will be included in network Availability. The network equipment located at site 1099 & 99.1, has been excluded. The centralized voice mail platform, the Access Lines from Site 1, and the Access Lines from Site 2 will be included in network Availability. The Availability of each device will be separately reported as per the algorithm below. The measure is the aggregate of voice, data, and LAN, WAN and server Availability. Availability is calculated by summing the Total Available Hours[1] for all of the key network components (PBX, WAN devices, data router, core switches, LAN switches, servers) subtracting the Total Downtime[2] of all key components for each device.[3] Divided by # of devices multiplied by scheduled hours

	Note 1: Total Available Hours are dependent upon the Site business hours. They will be either 24x7x365 or 12x5 (6am to 6pm, M-F, excluding county holidays). Note 2: Total Downtime is calculated by minutes device is down, during business hours, minus failover (where service is not interrupted) Note 3: Where redundant network capability exists at a site, only a single pathway's Availability hours will be counted in the total hours available. Correspondingly, system downtime hours will only be counted if redundant pathways fail, the system will be deemed operational and no Break-Fix incidents hours will be included in the Total Downtime. LAN switch Break-Fix incidents will be counted individually in Total Downtime hours.
Applicability	Key network components include PBX, WAN, data router, LAN switches, Servers
Hours of Availability	24x7x365 or 12x5 (6am to 6pm)
Algorithm	Available Hours – {Outages-(Failover + Power Outages + Scheduled Outages)}/ # of devices*Scheduled Hours
Base Measures	Concord eHealth
Performance Requirement	99.9%
Data Creation	Concord eHealth

8.3.5.48. System Availability- Applications Servers

Identification Number	78.0 (a) and (b)
Name	System Availability – Applications Servers
Definition	Percentage of time that Application servers are operational and available, excluding planned outages, and device failover where no service interruption occurred. Applications Servers will be measured on a per device basis. Each Server site will be included in Availability: Data Center and County sites. The Availability of each Application server will be separately reported as per the algorithm below. The measure is the aggregate of all Application servers. Availability is calculated by summing the Total Available Hours[1] for all of the Application servers, subtracting the Total Downtime[2] of all key components for each Application Server .[3] Divided by # of Application servers multiplied by scheduled hours Note 1: Total Available Hours are dependent upon the application or services supported by the server. They will be either 24x7x365 or 12x5 (6am to 6pm, M-F, excluding county holidays). Note 2: Total Downtime is calculated by minutes an Application server is down, during business hours, minus failover (where service is not interrupted) Note 3: Where redundant servers exist for a single Application, only a single Application server's availability hours will be counted in the total hours available. Correspondingly, system downtown hours will only be counted on a single Application server if a redundant Application servers fails.
Applicability	Applications Servers.
Hours of Availability	(a) 24x7x365 (b) 12x5 (6am to 6pm)

Algorithm	Available Hours – {Outages-(Failover + Scheduled Outages)}/ # of Application servers*Scheduled Hours
Base Measures	(tool name)
Performance Requirement	99.8%
Data Creation	(tool name)

8.3.5.49. System Availability- Infrastructure Servers

Identification Number	79.0
Name	System Availability – Infrastructure Servers
Definition	Percentage of time that Infrastructure servers are operational and available, excluding planned outages, and device failover where no service interruption occurred. Infrastructure Servers will be measured on a per server basis. Each Server site will be included in Availability: data center and County sites. The Availability of each Infrastructure server will be separately reported as per the algorithm below. The measure is the aggregate of all Infrastructure servers. Availability is calculated by summing the Total Available Hours[1] for all Infrastructure servers subtracting the Total Downtime[2] of all key components for each Infrastructure server.[3] Divided by # of Infrastructure servers multiplied by scheduled hours Note 1: Total Available Hours are 24x7x365. Note 2: Total Downtime is calculated by minutes Infrastructure server is down, minus failover (where service is not interrupted) Note 3: Where redundant Infrastructure server exists for a service, only a single Infrastructure server's availability hours will be counted in the total hours available. Correspondingly, system downtown hours will only be counted on a single Infrastructure server if a redundant Infrastructure servers fails.
Applicability	Infrastructure Servers.
Hours of Availability	24x7x365
Algorithm	Available Hours – {Outages-(Failover + Scheduled Outages)}/ # of devices*Scheduled Hours
Base Measures	(tool name)
Performance Requirement	99.8%
Data Creation	(tool name)

8.3.5.50. Project Management Plan Rework

Identification Number	80.0
Name	Project Management Plan Rework

Definition	Average Number of County Business Hours Lost due to Rejection and Revision of Project Management Plans (PMP). Number of County Business Hours Lost is defined as the number of County business Hours from County's notification date to NG of a PMP rejection through, and including, County's receipt of NG's revised PMP.
Applicability	Each PMP rejection that requires revision, and: a) the revision is delivered during the measurement period; and b) the rationale for rejection is either due solely to Contractor-related issues, or a combination of Contractor and County issues. As a part of the rejection process, the County will identify the category that the rejection falls within, as well as the specific rejection reason. 1. County Caused Reasons for Rejection (MASL clock does not start) must be categorized as: A. County requested changes to scope B. County requested changes to list of planned work products to be delivered C. PMP timeframe for approval has expired D. County requested changes to business requirements E. Time is lost solely due to contract disputes/reasons F. Other as specified 2. NGT Caused Reasons for Rejection (MASL clock starts) must be categorized as: A. Project scope is incorrect based on input document provided B. Math error C. Schedule issue D. Fee issue E. Changes made after "draft" review F. Other as specified
Hours of Availability	7 am PT – 5 pm PT County Workdays
Measurement Period	Monthly
Algorithm	Average Number of Lost County Business Hours = Sum total of County business hours lost on each applicable PMP in the measurement period / Number of PMPs. If the rationale for rejection of a PMP is a combination of Contractor and County issues, then the applicable County business hours lost on the specific PMP for the purposes of this algorithm will be reduced by 50%, or as mutually agreed-upon by the parties.
Base Measures	Average Number of County Business Hours Lost
Performance Requirement	Average Number of Lost County Business Hours during Measurement Period < = Target Baseline Total of Lost County Business Hours The Target Baseline Total of Lost County Business Hours for each month is: • Month One through Three: 170 hours – 17 hours = **153 hours** • Month Four through Seven: 170 hours – 34 hours = **136 hours** • Month Eight through Eleven: 170 hours – 51 hours = **119 hours** • Month Twelve through Fifteen: 170 hours – 68 hours = **102 hours**
Data Creation	Metric data is created by the Contractor using Work Request Tracking Sheets

8.3.5.51. Work Request Budget Performance

Identification Number	81.0
Name	Work Request Budget Performance
Definition	Work Requests completed within Last Approved Baseline Budget
Applicability	Each Completed Work Request with an approved Project Management Plan (PMP). Exclusions: • Level of effort (LOE) Work Requests • Very-Low-Risk (VLR) Work Requests • Non-Discretionary (NDWR) Work Requests • Software Purchase Work Requests • Software Maintenance Renewal Work Requests • Standalone Individual System Requests (ISR) • Firm Fixed Price Work Requests This MASL will be in effect for each in-flight work request which had an approved PMP prior to the implementation of this MASL. Exceptions to this will be on a case-by-case basis and will be agreed upon prior to the implementation of this MASL. The types of costs that are to be included in the budget and actuals calculations for this MASL are labor billed through resource units as defined in the Contract. The penalty upper bound is the weighting percentage of the Penalty Pool.
Hours of Availability	N/A
Measurement Period	Monthly
Algorithm	'm' = Multiplier for penalty calculation. 'm' = 0.05 MASL Penalty = m * (Last Approved Baseline Budget / CPI)
Base Measures	Last Approved Baseline Budget and CPI
Performance Requirement	CPI => 0.90
Data Creation	Metric data is created by the Contractor using Work Request Tracking Sheets

8.3.5.52. Work Request Schedule Performance

Identification Number	82.0
Name	Work Request Schedule Performance

Definition	Work Requests completed within Last Approved Baseline Schedule
Applicability	Each Completed Work Request with an approved Project Management Plan (PMP). Exclusions: • Level of effort (LOE) Work Requests • Very-Low-Risk (VLR) Work Requests • Non-Discretionary (NDWR) Work Requests • Software Purchase Work Requests • Software Maintenance Renewal Work Requests • Standalone Individual System Requests (ISR) • Firm Fixed Price Work Requests This MASL will be in effect for each in-flight work request which had an approved PMP prior to the implementation of this MASL. Exceptions to this will be on a case-by-case basis and will be agreed upon prior to the implementation of this MASL.
Hours of Availability	N/A
Measurement Period	Monthly
Algorithm	'm' = Multiplier for penalty calculation. 'm' = 0.05 'n' = Factor for penalty calculation. 'n' = 165,000 MASL Penalty = m * (n / SPI^2) Note: ^2 means squared
Base Measures	SPI
Performance Requirement	SPI => 0.90
Data Creation	Metric data is created by the Contractor using Work Request Tracking Sheets

8.3.5.53. Budgetary Estimate Request

Identification Number	83.0
Name	Budgetary Estimate Request
Definition	Length of time to provide a budgetary estimate or make contact with Requester to negotiate a Budgetary Estimate delivery date for Work Requests. A Budgetary Estimate includes scope, assumptions, schedule and cost estimates.
Applicability	All Low, Medium and High Risk Work Requests. Excludes PREPP Work Requests.

Hours of Availability	Monday – Friday 6 a.m. to 6 p.m., excluding the County's holidays
Measurement Period	Monthly
Algorithm	100 x (A+B)/C (A) = Total number of Budgetary Estimates completed within 5 business days (B) = Total number of Budgetary Estimates for which contact with Requester was made within 5 business days. (C) = Total Budgetary Estimates requested
Base Measures	1. Approved Work Request through email receipt of Budgetary Estimate from NG Contracts to CTO Contracts; or 2. Approved Work Request through email receipt of proposed Budgetary Estimate delivery date from NG Project Manager to Requester; or 3. Approved Work Request through receipt of Budgetary Estimate from the Work Request system
Performance Requirement	95%
Data Creation	The Service Framework Project Manager will indicate the completeness of the requirements, provide a date for Budgetary Estimate submission, or email contact with Requester with proposed delivery date of Budgetary Estimate, or Work Request system date/time stamp.

8.3.5.55. Customer Satisfaction Survey

Identification Number	85.0
Name	Customer Satisfaction Surveys
Definition	The End-User evaluation of services provided by the contractor. The total number of surveys distributed per month will equal the total number of Break-Fix and IMAR tickets issued within a calendar month.
Applicability	All Service Frameworks
Hours of Availability	24x7x365
Measurement Period	Monthly
Algorithm	Positive Evaluation percentage (POS) – the percentage of evaluations with a score of 2 or 3 Positive % = Sum of survey evaluations scoring 2 and 3 /Total number of surveys Overall Question Score (OQS) - the average score for all answered evaluations Overall evaluation score = Sum of scores for all evaluations answered with 1-3 response/Total number of evaluations answered with 1-3 responses

	The surveys will be rated on a three (3) point scale (1 – Dissatisfied, 2 – Satisfied, 3 – Highly satisfied) Scoring: OQS ≥ 2.46 or POS ≥ 95% = Pass OQS < 2.46 and POS < 95% = Fail For any month where the End-User response rate is 20% or less, this MASL will be reported but will have no standing for determining a Fee Reduction for that month.
Base Measures	**Break/Fix IMAR ticket surveys** - Measures all tickets closed and user notified regardless of service framework during calendar month. Excludes internal contractor tickets.

Attachment B to PRR-056

2.7.1 MASL Earnback with acceptance of PRR-056

Earn back of MASL-related Fee Reductions – Contractor may earn back a portion of a MASL-related Fee Reduction for overachievement of a previously failed MASL in the following and successive months. The right to earn back MASL-related Fee Reductions shall begin on October 1, 2010, and shall apply to only those MASLs failed on or after October 1, 2010. Contractor's earn back of MASL-related Fee Reductions shall be subject to the following conditions:

- During the time until the Transaction Response Time MASL has been implemented, Contractor's MASL-related Fee Reduction earn back amount shall be no greater than fifty percent (50%) of the applicable MASL-related Fee Reduction.
- With the implementation of the Transaction Response Time MASL, Contractor's MASL-related Fee Reduction earn back amount shall be no greater than seventy five percent (75%) of the applicable MASL-related Fee Reduction. Should the County determine not to implement the Transaction Response Time MASL, starting the month following that determination or 1 Jan 2011, whichever occurs first, the earn back shall increase from the 50% level to the 75% level.

- Earn back will apply on a MASL-by-MASL basis. Fee Reductions for an earlier failed MASL cannot be earned back by overachievement on a different MASL.
- Contractor may earn back a MASL-related Fee Reduction for any failed MASL that is based on a percentage threshold except for MASL 81 (Work Request Budget Performance) and MASL 82 (Work Request Schedule Performance).
- Contractor shall earn back the allowed portion of a MASL-related Fee Reduction by achieving in the immediately successive month(s), a higher MASL level than the MASL level required for that MASL in the Agreement. At the 75% earn back level upon successful completion of the heightened MASL requirement as set forth below, Contractor will earn back twenty-five percent (25%) of the appropriate MASL-related Fee Reduction for each month within a three month window that Contractor achieves the overachievement threshold for the MASL. At the 50% earn back level upon successful completion of the heightened MASL requirement as set forth below, Contractor will earn back twenty-five percent (25%) of the appropriate MASL-related Fee Reduction for each month within a two month window that Contractor achieves the overachievement threshold for the MASL. Contractor may earn back no greater than seventy-five percent (75%) of the applicable MASL-related Fee Reduction.
- If a month, or months, occurs during the earn back period after a MASL failure in which there is no data to calculate MASL performance, for the previously failed MASL, due to lack of data, then the earn back window for the over-achievement earn back will be extended by the number of months without a MASL calculation

(i.e., provided that there are no subsequent MASL failures, for the MASL in question, during the period)

- The MASL level required for earn back shall be the midpoint between the then-applicable MASL level and one hundred percent (100%), or zero percent (0%) for those MASLs where the lowest percentage would define perfection. For purposes of clarity and as an example, if Contractor fails to achieve a MASL for which the minimum MASL level is ninety percent (90%), then to earn back a Fee Reduction for that MASL, Contractor's earn back MASL level would be ninety-five percent (95%).
- Contractor may only earn back MASL-related Fee Reductions for applicable MASLs within the earn back period following a MASL Fee Reduction. For purposes of clarity and as an example, at the 75% earn back level if Contractor incurs a MASL-related Fee Reduction in October 2010, Contractor may earn back 25% for each month during the period November 2010, December 2010, and January 2011 for which the applicable over achievement MASL level was achieved. Each of the three months is considered an independent event. If there is no data to calculate a MASL for December 2010 the time period would be extended to February 2011. If Contractor fails to achieve the heightened MASL in any month during the earn back period, then Contractor would not receive the 25% earn back for the months in which the heightened performance was not achieved. Therefore, continuing with the foregoing example, if Contractor achieves the heightened MASL level in November 2010 but fails to achieve the heightened MASL level in December 2010, Contractor would receive twenty-five percent (25%) of the MASL-related Fee Reduction for the November MASL achievement, but would not receive the twenty-five percent (25%) available for December 2010. However if the Contractor achieved the heightened earn back again in January 2011 the 25% earn back would apply. The Contactor would have realized 50% of the related Fee Reduction over the three month period in the above example. The Contractor may earn 25% of the related Fee Reduction for each of the next three months after a MASL failure for all months the Contractor meets or exceeds the over achievement threshold up to a total of 75% of the related Fee Reduction . If the base MASL threshold is missed again during the earn back period, then the earn back period for the base MASL is terminated, and the cycle of earn backs starts again with the next month.
- Contractor's earn back of MASL-related Fee Reductions is conditioned upon Contractor providing to County timely and auditable data supporting Contractor's achievement of the heightened MASL level.

Table 2.7.1 - MASL Earnback Crosswalk Table

MASL	Baseline Rqmt.	Earnback Rqmt.
1	90% within 90 seconds	95% within 90 seconds
2	99% within 180 seconds	99.5% within 180 seconds
4	Not to exceed 5%	Not to exceed 2.5%
5	95% within 30 minutes	97.5% within 30 minutes
6	99% within 60 minutes	99.5% within 60 minutes
7	95% within 30 seconds	97.5% within 30 seconds
8	97.5% within 60 seconds	98.75% within 60 seconds
16	98% within 20 seconds	99% within 20 seconds
17	95% within 20 seconds	97.5% within 20 seconds
29	98%	99.00%
30	99%	99.50%
34	90% within 48 hours	95% within 48 hours
41	91% = or < 4 hours	95.5% = or < 4 hours
42	96% = or < 8 hours	98% = or < 8 hours
43	Avg: 4% of longest tickets = or < 16 hours	Avg: 2% of longest tickets = or < 16 hours
44	91% = or < 6 hours	95.5% = or < 6 hours
45	96% = or < 10 hours	98% = or < 10 hours
46	Avg: 4% of longest tickets = or < 20 hours	Avg: 2% of longest tickets = or < 20 hours
47	92% = or < 8 hours	96% = or < 8 hours
48	96% = or < 12 hours	98% = or < 12 hours
49	Avg: 4% of longest tickets = or < 24 hours	Avg: 2% of longest tickets = or < 24 hours
50	92% = or < 10 hours	96% = or < 10 hours
51	96% = or < 16 hours	98% = or < 16 hours
52	Avg: 4% of longest tickets = or < 32 hours	Avg: 2% of longest tickets = or < 32 hours
53	92% = or < 12 hours	96% = or < 12 hours
54	96% = or < 24 hours	98% = or < 24 hours
55	Avg: 4% of longest tickets = or < 48 hours	Avg: 2% of longest tickets = or < 48 hours
56	98% within 90 minutes	99% within 90 minutes
57	90% within 2 days	95% within 2 days
58	98% within 5 days	99% within 5 days
59	100% not to exceed avg of 3 days	100% not to exceed avg of 1.5 days
60	95% withn 4 hours	97.5% with 4 hours
61	99% within 8 hours	99.5% within 8 hours
66	95% within 5 days	97.5% within 5 days
67	100% avg not to exceed 5 days	100% avg not to exceed 2.5 days
68	95% within 3 days	97.5% within 3 days
69	100% avg not to exceed 3 days	100% avg not to exceed 1.5 days
70	95% within 3 days	97.5% within 3 days
71	100% avg not to exceed 3 days	100% avg not to exceed 1.5 days
72	95% within 10 days	97.5% within 10 days
73	100% avg not to exceed 10 days	100% avg not to exceed 5 days

New

77	99.90%	99.95%
78	99.80%	99.90%
79	99.80%	99.90%
80	153, 136, 119, 102	76.5, 68, 59.5, 51
81	CPI = or > 0.9	No Earnback Provision
82	SPI = or > 0.9	No Earnback Provision
83	95.00%	97.50%
84	TBD	TBD
85	2.46 avg or = > 95%	2.73 avg or = > 97.5%

Note: MASL 80 - Thresholds for Earnback remain consistent with the hour level requirement at which it failed. For example, if a MASL failed at the 136 hour level (assume 138 hours was a fail) then the Earnback level is frozen at 68 hours for the consecutive 3 month period allowed for Earnback